

# Tiny Tots Academy Ltd

## Day Care of Children

94 South Biggar Road  
Airdrie  
ML6 9PS

Telephone: 01236 762648

**Type of inspection:**

Unannounced

**Completed on:**

5 December 2018

**Service provided by:**

Tiny Tots Academy Ltd

**Service provider number:**

SP2010010942

**Service no:**

CS2010250170

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

This service was registered with the Care Inspectorate on 13 May 2011.

The provider of Tiny Tots Academy Ltd is a private provider and is based within the town of Airdrie. The service is provided from a single storey property. The premises have spacious playrooms which are well resourced and children have direct access to outdoor spaces. There are appropriate changing and toilet facilities for children and the premises also benefits from office space.

The service is currently registered to provide a care service to a maximum of 49 at any one time as follows:

9 children aged from six weeks to under 2 years

15 children aged from 2 to under 3 years

25 children aged from 3 years to those not yet attending primary school.

The care service will operate between 7:30 to 18:00, Monday to Friday, 50 weeks of the year.

The manager will be supernumerary to the adult :child ratios.

The service aims include the following information: "We have considered our environment to be a crucial part of delivering a child centred, homely and safe setting."

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure that they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right for Every Child (GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

We compiled this report following an unannounced inspection which took place on Wednesday, 05 December 2018. We gave feedback to the provider and manager at the end of the inspection. This inspection was carried out by one inspector.

During the inspection we spoke with many of the children, parents/carers, staff and manager.

We asked the service to distribute 33 care standards questionnaires to parents/carers on our behalf. Sixteen were completed and returned to us prior to the inspection taking place. We also received five completed questionnaires from staff.

We assessed the quality of care and support and how self-evaluation was used to support improvements at this inspection.

## What people told us

Some of the children were too young to tell us about what they liked to do at nursery. However, many of the older children chatted confidently to the inspector about their favourite activities. The children had fun and happily participated in the range of activities on offer.

They particularly liked the art area, imaginative area and being outdoors. Staff knew the children very well and interacted with them in a positive and respectful way. They listened to them and were responsive to their suggestions and ideas.

Children's comments included:

'Stamping.' This was a mark making activity.

'I was breaking ice today with my feet.'

'Playing in the house.'

'Playing with the pasta.'

We spoke with a parent during our visit. They shared specific examples of the personal support they had received from management and staff.

Parents/carers who completed the care standards questionnaires strongly agreed/agreed with all statements. These related to the quality of care and support, environment, staffing and management and leadership.

Their comments included:

"My child is very happy at the nursery. They have a great relationship with staff and children and is always happy to go to nursery."

"As my child is my first born, leaving them in a nursery where they are not used to the people and surroundings was a very hard time for myself and my child. However, as soon as I entered the nursery it was so welcoming. All of the staff put all my worries at ease and confidently answered any questions I had. My child loves attending the nursery and has great relationships with all staff/management."

"Tiny Tots always goes above and beyond and treat every child as a member of their own family. There is regular parental engagement and all activities are planned with the child at the centre. Records of child progress are second to none. I honestly am very grateful for the amazing progress of learning which has been achieved. The staff are the true credit of Tiny Tots Academy, always so helpful and cheery and they really care about each and every individual child."

"From day one, I have been confident that my child would and is well cared for by Tiny Tots Academy. My child is always happy to go there and is happy and comfortable with the staff. My child has attended since they were a baby and the staff have consistently supported and aided their development."

"Very happy with all staff and activities at Tiny Tots Academy."

"I am extremely happy with the nursery and the staff. My child has progressed so much in the last year or so. They can get quite upset leaving me in the morning but the staff cope with it very well and my child enjoys their day."

"We have nothing but praise for the nursery and the ladies who work there. Our child has flourished. The care given, the activities and experiences at the nursery are helping us to develop our child for a bright future."

"My child is very quiet and shy. The previous and current key workers have worked very hard to increase their confidence. I'm very grateful for the connection made with my child and how well staff have got to know them, as well as how they have put me at ease when leaving my child in their care."

"Very happy with the care provided to my child. The staff show genuine affection and my child is very fond of all them. Even the staff not directly responsible for my child, take time to welcome them and make them feel important."

"Tiny Tots is not just a nursery, it's a community and we have always felt very welcome and understood. Our two children have grown and developed so well and I believe that is down to the care and love within Tiny Tots Academy. They have helped greatly with specific health issues and have done everything possible to make it stress free for us and our child."

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We discussed their own improvement plans and quality assurance procedures to determine their priorities for development and how they were monitoring the quality of provision in the service.

## From this inspection we graded this service as:

|                                      |               |
|--------------------------------------|---------------|
| Quality of care and support          | 5 - Very Good |
| Quality of environment               | not assessed  |
| Quality of staffing                  | not assessed  |
| Quality of management and leadership | 5 - Very Good |

## What the service does well

Tiny Tots Academy had created a nurturing ethos where children, parents/carers and visitors are warmly welcomed and valued. The service provider, manager and staff have the children's best interests at heart and are committed to improving outcomes for children and their families.

Parents told us they were very happy, with the quality of care and support that their children received. They commented positively on the relationships that their children had with staff and described staff as being 'helpful' and 'cheery'.

Our observations supported this view and we saw that staff were welcoming and kind to children. Older children confidently asked for help when they needed it and staff listened to them and responded, treating them with respect. Children in the two to three room regularly received reassurance, comfort and cuddles, helping them feel secure and loved.

In the baby room we found that children's individual care routines were followed, for example, sleeping when they needed to. Safe sleeping practices were followed. Children were nursed and comforted when going to sleep, creating a calm and relaxed experience for them.

Children's personal plans sampled were meaningful, demonstrating their progress and achievements.

Where children had specific health needs, important information had been captured in their plan and agreed with parents/carers. Parents/carers were fully involved in planning for the next steps in their child's development and reviewing their child's plan regularly. This practice supports staff in meeting children's health, welfare and safety needs.

We were shown recently introduced on line children's journals. The service has received positive feedback from parents and staff, which demonstrates an improvement on previous formats. The manager discussed with us plans to monitor the effectiveness of this area of improvement to ensure continued positive outcomes for children.

Staff understood the service's child protection procedures. They had participated in formal training on child protection matters and in-house sessions to refresh their knowledge regularly. This supported them to keep children safe and protected. The manager had plans to participate in enhanced child protection training to support her role as child protection co-ordinator, ensuring continued safeguarding of children within the nursery. Details of child protection procedures were displayed for parents/carers and visitors information.

Since the last inspection there has been a change of manager. The manager, who had been the depute manager, was committed to the ongoing improvement of the service. She and the depute manager were both currently studying and using their new knowledge to further develop the service.

The manager with the staff team had identified short and long term plans for improvement, recognising that changes would take time. Children's health and wellbeing, the outdoor gardens and technologies had been prioritised. This had set clear expectations for staff and a positive improvement focus for the service over a realistic timescale.

The manager ensured people's views were sought, respected and acted on. We saw examples of consultation with parents and children on a variety of topics.

The manager and staff used 'How Good is our Early Learning and Childcare' and 'Building the Ambition' to strengthen self-evaluation practice in the setting. Regular meetings with staff enabled them to reflect on, and further develop practice. This supported them to identify where improvements were needed. As a consequence, staff in the baby room were reviewing the room layout and had introduced some loose parts resources, to further support children's curiosity and creativity.

The manager had implemented clear practical and written procedures that contributed to safer recruitment practices when recruiting new staff.

## What the service could do better

We explained the benefits of the manager developing a checklist to further support the safe recruitment of staff. We provided a sample of details that she may wish to include in developing this.

We have suggested that on days where it is considered too icy for children to go outdoors, that staff complete a risk assessment. This would be reviewed if there were any changes to weather conditions. This would demonstrate that staff have reflected on children's health, wellbeing and safety.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

| Date        | Type        | Gradings   |
|-------------|-------------|--|
| 22 Sep 2016 | Unannounced | Care and support 5 - Very good<br>Environment 5 - Very good<br>Staffing 5 - Very good<br>Management and leadership 4 - Good      |
| 2 Jun 2015  | Unannounced | Care and support 4 - Good<br>Environment 4 - Good<br>Staffing 4 - Good<br>Management and leadership 3 - Adequate                 |
| 6 Jun 2013  | Unannounced | Care and support 5 - Very good<br>Environment 5 - Very good<br>Staffing 5 - Very good<br>Management and leadership 5 - Very good |
| 9 May 2012  | Unannounced | Care and support 5 - Very good<br>Environment 5 - Very good<br>Staffing 5 - Very good<br>Management and leadership 5 - Very good |

| Date | Type | Gradings |
|------|------|----------|
|      |      |          |

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.